

# NETWORK MANAGER REPORT

---



NOVEMBER 2004

SUBMITTED BY Winn McInnis, General Manager

### OVERVIEW

---

#### Operations

The continued efforts of the Alabama Interactive staff and agency partners laid the groundwork for a successful November and closure of the professional license renewal season. With the end of the year upon us, we will continue to focus on developing partnerships and opportunities that expand the breadth of services offered on behalf of the State of Alabama.

Highlights during the month were:

- The Alabama Home Builders Licensure Board wrapped up their 2004 online license renewal period with phenomenal success. Out of the 4,500 licensees eligible for online renewal, over 3,800 individual and corporate license holders completed the process, resulting in a first-year adoption of 84.8%.
- Thanks to high adoption by home builders, nurses and pharmacy license holders, in addition to season volume provided by hunting license sales, November marked the highest transactional volume of 2004. In total, Alabama Interactive successfully processed over 206,000 transactions in November.
- The Alabama State Board of Social Work Examiners has given the go ahead for AI to develop an application to allow online license renewal. Development has started on this application with the service scheduled to go live in the first quarter of 2005.
- The Alabama Board of Professional Engineers and Land Surveyors online license renewal, data download, and application for exam projects have been approved by the Board. Development will begin in December with the services scheduled to go live in 2005.
- The Alabama Board of Nursing 2004 RN license renewal period is complete, aside from late renewals. The renewal period closed with a 55% service adoption.
- The Department of Conservation and Natural Resources' Outdoor Alabama Nature Shop electronic store application went live in November, in time for the holiday shopping season. The electronic store allows outdoors enthusiasts to purchase a wide range of items including books, pins and other unique gift ideas.
- The Alabama Real Estate Commission has expressed interest in developing two additional online services to complement the suite of online services currently offered. When completed, these new services will allow real estate license holders to complete transfers and contact information changes online.
- Alabama.gov saw a sharp increase in traffic due to the November elections. To accommodate the needs of Alabamians, an Alabama Votes icon was placed on the front page of alabama.gov, linking people directly to the Secretary of State's elections page.
- The Alabama Department of Public Health requested a follow-up meeting regarding the Breast and Cervical Cancer Early Screening Programs' application for tracking services and payments. The timeline for this project has moved up due to issues with their current provider.

## **Marketing**

In order to get more state-wide coverage of the Best of the Web press release, we plan to re-lease it the first Friday of December, following the special session.

Our presentation to the Association of Alabama Regulatory Boards was very positive. Many of the members expressed interest in providing services online and hope to get into the project queue in 2005.

We are pursuing opportunities for marketing partnerships with several of the festivals throughout the state, including Jubilee Cityfest, where we hope to promote alabama.gov on the festival wrist bands.

The pamphlet promoting the Board of Nursing's Group Online License Verification service has been approved and will be mailed to all nurse employers throughout the state and Genell will carry it with her during presentations to HR groups, etc.

Development of the full-page advertorial promoting Alabama.gov in Montgomery Living magazine has begun. This is a great opportunity to continue our branding efforts and educate potential users of the many services and the breadth of information available on alabama.gov.

## **Development**

The Department of Public Safety has requested information regarding the feasibility of interfacing our merchant services capabilities with their driver's license reinstatement application. This project is still in the requirements gathering phase.

The Board of Nursing has asked requested two new applications that would allow Alabama nurses to apply for an Advanced Practice license online. This application is still in the requirements gathering phase.

The Board of Architects has asked if we could develop a more complex intranet report to support the license renewal application released on September 1<sup>st</sup>. They requested particularly the ability to track CE hours along with class information for renewing architects. The new reporting functions are currently in development with completion expected in early December.

The Board of Pharmacy has requested business flow modifications to several of the licensing applications completed in early October. The requested changes are in currently in testing with completion expected in December.

The Alabama Department of Environmental Management has requested an application allowing users to register for "Smoke School" classes online. Because of space constraints the application also gives notice to potential registrants regarding the availability of classes. This application is complete and is currently awaiting partner approval for deployment to production.

The Department of Conservation and Natural Resources has requested a modification to the Point of Sale licensing system to support the Marine Resources Division. At the request of DCNR, new input screens and application flows are being designed to capture additional information necessary for sale of certain license types.

The Department of Conservation and Natural Resources requested the development of an online shopping cart application to provide merchant capabilities for the sale of Outdoor Alabama merchandise for the holiday season. The application completed primary development and was deployed to production on November 24<sup>th</sup>. In order to support the display of shipping rate information, additional modifications are scheduled for completion in mid December.

The State Banking Department has requested an application to allow renewals for deferred presentment institutions. The application completed agency testing and approval in November and placed into production on November 2<sup>nd</sup>.

The State Banking Department has requested modification to their license renewal applications to support one-stop renewals of multiple license types. The application is currently in the development phase. Completion of development and transition to the testing phase is expected on December 10<sup>th</sup>.

The State Board of Chiropractic Examiners has requested a new application to support facility permitting. The application is currently in development, with testing expected to begin on December 7<sup>th</sup>.

The Department of Revenue has requested the development of an online service to process Income Tax extensions. The application is in development with completion expected in late December.

License Renewals for the Alabama Board of Social Work are under development and scheduled for deployment in January 2005.

---

## PROJECT REPORT

---

### COMPLETED!

#### Completed in 2002

Alabama Board of Nursing	<ul style="list-style-type: none"><li>· Renewal of Registered Nursing License</li><li>· Reactivation of a Nursing License</li><li>· Reinstatement of a Nursing License</li></ul>
Alabama Department of Public Safety	<ul style="list-style-type: none"><li>· Electronic Access to Motor Vehicle Records</li></ul>
Alabama Real Estate Commission	<ul style="list-style-type: none"><li>· Renewal of Real Estate Licenses</li><li>· Broker/Agent Certification</li></ul>
Alabama Secretary of State	<ul style="list-style-type: none"><li>· Merchant Services</li></ul>

## Completed in 2003

Alabama State Banking Dept.	<ul style="list-style-type: none"> <li>· Renewal of Small-Loan and Mini-Code License</li> <li>· Renewal of Pawn Broker License</li> <li>· Renewal of Mortgage License</li> </ul>
Alabama State Bar	<ul style="list-style-type: none"> <li>· Membership Renewal</li> </ul>
Alabama Board of Chiropractic Examiners	<ul style="list-style-type: none"> <li>· Renewal of License</li> <li>· Licensee Verification</li> </ul>
Alabama Department of Conservation and Natural Resources	<ul style="list-style-type: none"> <li>· Online Hunting and Fishing Licenses</li> <li>· Hunting and Fishing Licenses/Point-of-Sale</li> <li>· Probate Court Point of Sale Hunting and Fishing Licenses</li> <li>· Oak Mountain Bow Hunt Registration</li> <li>· Outdoor Alabama Subscription</li> </ul>
Alabama Department of Finance, Office of the CIO	<ul style="list-style-type: none"> <li>· Alabama State Portal</li> </ul>
Alabama Department of Insurance	<ul style="list-style-type: none"> <li>· Merchant Services</li> <li>· Merchant Services for Provider Renewals</li> </ul>
Alabama Board of Nursing	<ul style="list-style-type: none"> <li>· License verification and disciplinary status-Subscriber</li> <li>· Name and Address Change</li> <li>· LPN Renewal</li> </ul>
Alabama Real Estate Commission	<ul style="list-style-type: none"> <li>· Instructor License Renewal</li> </ul>
Alabama Department of Revenue	<ul style="list-style-type: none"> <li>· Sales, Use and Lodging Tax Filings</li> <li>· Refund Status for Individual Income Tax</li> </ul>
Alabama Secretary of State	<ul style="list-style-type: none"> <li>· UCC (Uniform Commercial Code) Filings</li> </ul>

## Completed in 2004

Agency	Application	Description	Status
Alabama Board of Architects	License Renewal	Online application to allow architects to renew their license online.	This application is complete and in production.
State Banking Department	Deferred Payment Renewal	This service allows pay-day lenders to renew their license online and pay renewal fees.	This application is complete and in production.
Alabama Department of Conservation and Natural Resources	Bartram Canoe Trail Reservations	This application will allow the reservation and payment for camping on canoe trail platforms.	This application is complete and in production.

Alabama Department of Conservation and Natural Resources	Becoming an Outdoors Woman Registration	This service will allow women to register for the outdoor education conference.	This application is complete and in production.
Alabama Department of Conservation and Natural Resources	Outdoor Alabama Store	This application allows users to shop for Outdoor Alabama products.	This application is complete and in production.
Alabama Department of Conservation and Natural Resources	Hunt Outdoor Alabama	This application promotes mentoring among Alabama's outdoorsmen population.	This application is complete and in production.
Alabama Department of Environmental Management	Waste Water Operator License Renewal	This application allows holders of the waste water and drinking water operator's license to renew online.	This application is complete and in production.
CIO's Office, Alabama Department of Finance	Alabama InTouch (Constituent Notification)	This application will allow users to sign up to receive notification of Web site changes, press releases and other announcements.	This application is complete and in production-pilot.
Alabama Home Builders Licensure Board	Initial Application Download and payment	This application allows home builder initial licensees to download application information online and pay the application fee.	This application is complete and in production.
Alabama Home Builders Licensure Board	License Renewal	This application allows users to renew their home builders license	This application is complete and in production.
Alabama Department of Industrial Relations	Merchant Services	This application allows employers to pay quarterly filing fees.	This application is complete and in production.
Alabama State Motor Pool	Fleet vehicle reservation	This service will allow state employees to reserve fleet vehicles for state business	This application is complete and in production.

Alabama Board of Nursing	Original Licensure by exam.	This application will allow nursing school graduates to apply for a license online.	This application is complete and in production.
Alabama Board of Nursing	Licensee database search and download	This application allows hospitals, insurance companies, etc. to download the nursing roster.	This application is complete and in production.
Alabama Board of Nursing	Original Licensure by endorsement.	This application will allow nurses transferring from another state to apply for an Alabama license online.	This application is complete and in production.
Alabama Board of Nursing	License verification for individuals	This service allows nurses to request official verification of licensure.	This application is complete and in production.
Alabama Board of Pharmacy	License Renewal	This application will allow ALBOP licensees to renew their licenses and pay the renewal fee.	This application is complete and in production.
Alabama Public Service Commission	Supplemental Motor Carrier Authorization	This application allows persons who are paid to carry cargo intrastate to apply online for authorization.	This application is complete and in production.
Alabama Real Estate Commission	Mailing Labels	This application allows users to download mailing labels of licensed real estate agents and companies.	This application is complete and in production.
Alabama Real Estate Commission	Continuing Education Providers Services	This application will allow continuing education providers to report student attendance, etc.	This application is complete; Agency has not launched.
Alabama Department of Revenue, Motor Vehicles	Personalized License Plate Reservation	This application allows users to temporarily reserve a personalized license plate.	This application is complete; Agency has not launched.
Alabama Department of Revenue, Sales Tax Division	Local Government Report Distribution	This application allows local governments the ability to download their revenue reports via the web.	This application is in development.

## IN TESTING.....

Agency	Application	Description	Status	Target Date
Alabama Department of Environmental Management	Phase II Storm-water permitting	This application allows for the submission of a construction watershed permit.	This application is on hold pending some agency discussion/decision.	March 2004
Alabama Department of Environmental Management	"Smoke School" Registration	This application will allow individuals to sign up for visible emissions training online.	This application is in agency testing.	February 2004

## IN DEVELOPMENT ...

Agency	Application	Description	Status	Target Date
Alabama State Board of Chiropractic Examiners	Initial Facility Permit	This service will allow chiropractic offices to apply for a facility permit.	This application is in development	December 2004
Alabama Board of Cosmetology	License Renewals	This application will allow persons licensed by the Board of Cosmetology to renew their license online.	This application pending a database redesign	July 2005
Alabama Board of Professional Engineers and Land Surveyors	Application for Exam	This service will allow those applying for licensure to sign up for examinations.	This application is in the pre-project planning phase.	February 2005
Alabama Board of Professional Engineers and Land Surveyors	Licensee data download	This service will allow	This application is in the pre-project planning phase.	February 2005
Alabama Plumbers and Gas Fitters Board	Merchant Services	This application will allow online payment for license renewal.	This application is in development.	January 2005
Alabama Real Estate Commission	Transfer and Change of Information	This application allows for the changing or updating of addresses and personal information and transfer of license.	This application is in the pre-project planning phase.	March 2005



Alabama Real Estate Commission	Original Licensure	This application will allow potential licensees to apply for a license online.	This application is in the pre-project planning phase.	October 2005
Alabama Board of Social Work Examiners	License Renewal	This application will allow licensees to renew their licenses and pay the renewal fee.	This application is in pre-project planning phase.	January 2005

---

## SERVICE REQUESTS

---

### Service Request #57

Alabama Board of Professional Engineers and Land Surveyors, Application for Exam  
Alabama Interactive requests and recommends this service for the Alabama Board of Professional Engineers and Land Surveyors is added to the network as a charge service. The Alabama Board of Professional Engineers and Land Surveyors, Application for Exam system is at no cost to the Alabama Board of Professional Engineers and Land Surveyors.

---

## MONTH IN REVIEW

---

Total November AI Network Transactions:	206,277
Average Successful Request per Day:	6,876
Total November alabama.gov Visitors:	122,779
Total November alabama.gov Page Views:	299,824
Total November alabama.gov Chats or Offline Messages from Live Help:	616

---

## OPERATIONS & ADMINISTRATION

---

The transition to the new central data center is nearing completion, with much of the application relocation and final testing completed during in November. The transition is on schedule to be completed with all applications fully operational from the new data center on December 12, 2004.

Applicant screening for the application developer and customer service representative position continued throughout the month.

---

## **OTHER BUSINESS/IN CLOSING**

---

We are very proud of our accomplishments during the month of November. The efforts of our team and state partners brought us to the successful close of 2004's month of highest transactional volume. With the end of the year upon us, we look forward to ensuring the continued success of eGovernment in the State.

As always, your advice and support are appreciated.

Please feel free to call on me with any questions or comments.

I can be reached at 334-261-1988, or email at [vmcinnis@alabamainteractive.org](mailto:vmcinnis@alabamainteractive.org)

Respectfully Submitted,  
Winn McInnis